CURRICULUM VITAE

Identification

Full Name	**Maha Mohamed Abdulla Ayoun**
Sex	**Female**
Date of birth	**21 March 1978**
Place of birth	**Sharjah**
Nationality	**Emirate**
Marital Status	**Married**
Present Occupation	**Employed**
Contact Address	**P.O.Box 9795 Rass Al Khaimah**
Contact Telephone	**0501161617 - 050-6612525**
Contact E-mail	maha.ayoun@hotmail.com

Education and Qualifications

Institution	*Period*	*Degree*
Al Rifae Hight School	1993 - 1996	High School (since)

Work Experience

Institution/Company	*Period*	*Tasks Carried out*
1- Emirates Bank International (Now Emirates NBD) Dubai & Sharjah	From 23/03/1998 To 19/06/2001	Operation Clerk Position Customer Service / Office Work / Clearing Cheque / Cheque Return Opening Account
2- Emirates Bank International (Now Emirates NBD) Dubai	From 31/07/2005 To20/07/2006	Processor in Banking Operation Center Clearing Cheque / Cheque Return
3- Ras Al Khaimah Municipality Planning & Survey Administration (Summer Trainee)	From 15/07/2007 To15/08/2007	File sorting, segregation, organizing & documentation
4- Ras Al Khaimah e-government Authority	From 21/05/2007 To28/02/2008	File sorting, segregation, organizing & documentation
5- Commercial Bank International Ras Al Khaimah	From 03/08/2008 up to date	Customer Service Representative & Teller Customer Service / Opening Account

acting
Chaif Teller / Customer Service
Representativ in IFB

Certification / Training

Course Name	*Period*	*Institute / University*
1- Induction to Banking	01/03/1998 - 03/03/1998	Emirates Bank International
2- English-Elementary (Intensive)	04/03/1998 - 21/03/1998	Emirates Bank International
3- Developing yourself & your career	18/04/1998 - 21/04/1998	Emirates Bank International
4- English – Intermediate Part 3	09/05/1998 - 29/07/1998	Emirates Bank International
5- Service Excellence	23/05/1998 - 25/05/1998	Emirates Bank International
6- Consumer Credit	01/08/1998 - 03/08/1998	Emirates Bank International
7- Banking Operation 2	07/03/1999 - 11/03/1999	Emirates Bank International
8- Accounting in Banking	01/04/2001 - 04/04/2001	Emirates Bank International
9- Introduction to Computer	02/05/1998 - 06/05/1998	Emirates Institute for Banking & Financial Studies
10-Twenty Steps to Superior Customer Service	15/05/1999 - 18/05/1999	Emirates Institute for Banking & Financial Studies
11- English for Banking (advanced)	07/02/2010 - 11/02/2010	Emirates Institute for Banking & Financial Studies
12- Preliminary English Test	June 1999	The British Counsel
13-Computer – Windows 98	20/07/2004 - 30/09/2004	Al Noor Cultural Institute
14- National Developing Program	03/08/2008 - 31/01/2009	Commercial Bank International
15- Policy & Procedure Workshop	02/04/2009	Commercial Bank International
16- IT Security Awareness Session	25/06/2012	Commercial Bank International
17-Anti Money Laundering & Know your Customer	07/02/2012 - 08/02/2012	Commercial Bank International

Other skills

Languages

- Arabic
- English

Computers

- MS Word, Excel, Power Point, Access
- English Keyboarding
- Arabic Keyboarding
- E-mail; Internet

Hobbies and Interests

Reading
Watching Movies
Traveling

Reference

Mrs. Maryam Ismail
Sales & Service Manager
0508117117